

COMMUNICATIONS SPECIALIST III /SHIFT SUPERVISOR

GENERAL DEFINITION OF WORK:

FLSA Status: Non-Exempt

Performs intermediate technical and responsible administrative work overseeing and participating in the dispatching of law enforcement and other emergency services on an assigned shift; does related work as required. Work is performed under general supervision. Supervision is exercised over subordinate shift personnel.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Serving as shift supervisor; receiving calls for service; dispatching personnel and equipment; training new employees; maintaining logs and records; entering data.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Supervises, directs and evaluates assigned staff; processes employee concerns/problems; conducts training for new employees; organizes, prioritizes and assigns work; assists with complex/problem situations; provides technical expertise.
- Supervises/coordinates communications activities; leads shift personnel during emergency situations; monitors radio activity and staff response to incoming calls; works shift positions; responds to complaints and questions; investigates complaints involving shift personnel; provides information, researches problems and initiates problem resolution.
- Performs administrative functions; monitors and submits data via NCIC/VCIN system; reviews/completes shift checklists; develops work schedules to ensure adequate coverage; reviews time sheets; researches discrepancies; submits for approval; prepares/maintains training records.
- Coordinates shift changes; communicates with supervisory personnel of adjoining shifts to gather/exchange information on call activity, problems, special situations or other areas requiring attention.
- Receives, screens, processes and monitors emergency 911 calls by radio and telephone; evaluates, categorizes and prioritizes calls; determines location of incidents and confirms jurisdiction of requests.
- Dispatches appropriate agency personnel to incident locations; determines nature of emergency, type of responder needed, number of units needed and nearest available units; dispatches law enforcement units, fire fighters, ambulances, wreckers, breathalyzer operators, VDOT, utility crews, or others as appropriate; coordinates services/actions with other fire/rescue and law enforcement agencies.
- Maintains communications in emergency situations; monitors status/location of responding units; assists in locating addresses; provides pre-arrival medical instructions; conveys information between callers and the appropriate party; responds to requests from officers for backup or other assistance; notifies hospitals.
- Responds to non-emergency calls; directs callers to various agencies; takes/relays messages; pages personnel.
- Responds to requests from authorized individuals for license plate, driver's license, missing/wanted person, criminal history, warrant, location of individual, stolen property, telephone number, or other information.
- Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Thorough knowledge of the principles and practices of police dispatching and the operation of dispatch equipment; thorough knowledge of medical relations; thorough knowledge of regulations from the Federal Communications Commission as well as local rules of operation; general knowledge of the operating manuals for the Virginia and national crime information networks, as required by position; general knowledge of the geography of the entire County as to street locations and locations of important buildings; ability to think clearly and quickly under emergency conditions; ability to give and follow written and oral directions; ability to coordinate the activities of law enforcement and emergency units; some knowledge of modern networking computer systems; skill in the operation and maintenance of radio, telecommunications computer terminal, data entry and general office equipment; ability to operate personal computer including some knowledge of applicable software packages; ability to establish and maintain effective working relationships with local and state police, emergency services and associates.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from high school and considerable experience as a Communications Specialist and/or Communications Specialist Assistant Shift Supervisor or equivalent.

PHYSICAL REQUIREMENTS:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

SPECIAL REQUIREMENTS:

Possession and maintenance of NCIC/VCIN, CPR, EMD and Basic Dispatch certificates.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.